



**ACTION AWARENESS EAST MIDLANDS**  
FOR ALL OF YOUR TRAINING NEEDS & ASSISTANCE

# Voluntary Car Service. Drivers Needed!!



**Make a Real Difference in Your Local Community**

Are you looking for a meaningful way to give back?

Do you have access to a car and a few spare hours each week?

Action Awareness East Midlands is seeking volunteer drivers to support our community transport service – helping local residents get to:

- » **Medical appointments**
- » **Social activities**
- » **Essential services.**



# **Voluntary Car Service Volunteer Agreement**

## **Purpose**

This agreement outlines the responsibilities, expectations, and support provided to volunteer drivers participating in the Action Awareness East Midlands Voluntary Car Service. It is intended to ensure that all drivers operate safely, ethically, and in accordance with the organisation's procedures and legal requirements. This is not a contract of employment and does not create a legally binding relationship. By clearly outlining these expectations, the driver agreement helps to ensure a safe, reliable, and well-managed volunteer driving program.

## **Role of the Volunteer Driver**

The Volunteer agrees to:

- Drive safely and responsibly at all times, adhering to all UK traffic laws and the Highway Code.
- Provide transport to clients of Action Awareness East Midlands using their own vehicle.
- Ensure all journeys are pre-approved and logged according to the organisation's procedures.
- Treat passengers with respect, dignity, and confidentiality.
- Maintain clear communication with the coordinator.
- Inform the organisation as soon as possible if they are unable to attend or complete a scheduled duty.

## **Requirements**

The Volunteer must:

- Hold a full, valid UK driving licence that is in date.
- Use a roadworthy vehicle that is fully insured for voluntary work and has a valid MOT certificate (if applicable).
- Ensure their car insurance is valid and up to date, and that the insurer is informed of their voluntary driving activities.
- Provide copies of the following documents before commencing duties:
  - Valid UK driving licence
  - Vehicle insurance certificate
  - MOT certificate (if applicable)
- Carry all insurance documents and any other required paperwork supplied by the organisation in their

vehicle at all times while on duty.

- Notify the organisation of any changes to driving or vehicle status.
- Complete a “first user check” of their vehicle before commencing any voluntary driving duties each day, ensuring lights, tyres, brakes, fuel, seatbelts, and general roadworthiness are satisfactory. Any faults must be reported immediately and the vehicle must not be used until deemed safe.
- Inform the organisation immediately of any change in medical circumstances that may affect their ability to drive safely or legally. This includes temporary or permanent conditions, new medications, or changes in health that require DVLA notification.
- Confirm that they are medically fit to drive and able to carry out their volunteering duties safely.

## **Expenses**

- Mileage will be reimbursed at the approved HMRC rate (currently 45 pence per mile) up to 10,000 miles per year.
- All mileage must be recorded in the mileage logbook provided by the organisation. Volunteers must reset their vehicle’s trip odometer to zero at the start of each duty.
- Claims should be submitted with appropriate logs or forms on a monthly basis.
- Out-of-pocket expenses such as parking charges, tolls, or other journey-related costs may be reimbursed, but only if:
  - They are approved in advance by the coordinator or management; and
  - Receipts are provided with the claim.
- No payment or salary will be provided for volunteering time.

## **Personal Protective Equipment (PPE) and Identification (ID)**

### **Badge**

- Volunteers must carry PPE supplied by the charity, including a First Aid Kit, Hi-Visibility Vest, and fire extinguisher.
- Volunteers must wear the ID Badge issued by the organisation at all times while on duty.

## **Incident Reporting**

- Any incidents or accidents must be reported as soon as possible to the coordinator and management.

## **Data Protection**

- Volunteers have read and agreed to the organisation's GDPR and Data Protection Act (DPA) policies.
- Personal data will be handled in accordance with these policies.

## **Termination of Agreement**

This agreement is not a contract of employment and may be ended by either party under the following conditions:

- The Volunteer may end this agreement at any time by giving reasonable notice (preferably in writing) to the organisation.
- The Organisation may end or suspend the agreement immediately if:
  - The volunteer breaches safety, safeguarding, confidentiality, or conduct policies.
  - There is a failure to maintain required documentation (e.g., valid licence, insurance, MOT).
  - The volunteer becomes medically unfit to drive, or otherwise unable to fulfil duties safely.
  - There are serious or repeated complaints or incidents involving the volunteer.
- The organisation may also choose to end the agreement with reasonable notice due to changes in programme needs or operational restructuring.
- Any issued materials (e.g., ID badge, receipt books, mileage logs) must be returned upon termination.

Termination will always be handled respectfully, and the volunteer will be informed of the reason where appropriate.

## **Payments and Receipts**

- If the Volunteer collects any monies from clients for journeys, they must issue a receipt using the official receipt book provided by the organisation.
- At the end of each duty, the Volunteer must submit all collected monies to the organisation promptly and securely.
- Volunteers are responsible for keeping accurate records of all transactions during their duties.

## **Passenger Safety and Assistance**

- The Volunteer must ensure that all passengers use seatbelts at all times during transport, as required by UK law.
- When transporting children, appropriate and legally compliant child restraints or booster seats must be used. These must be fitted correctly before the journey begins.
- The Volunteer is responsible for ensuring their vehicle can safely accommodate any special seating or access needs.
- The Volunteer should offer appropriate and respectful assistance to passengers when entering or exiting the vehicle, particularly those who are elderly, disabled, or otherwise vulnerable.
- The Volunteer must never lift or physically support a passenger unless properly trained and authorised to do so.
- All volunteers must follow the organisation's safeguarding guidelines when assisting or transporting children or vulnerable adults. Any concerns or incidents must be reported immediately to the designated safeguarding officer.
- Volunteers must never leave vulnerable passengers unattended in a vehicle.

## **Training and Support**

- The organisation may require or recommend specific training for volunteer drivers to ensure safety and quality of service.
- This may include, but is not limited to, the MiDAS (Minibus Driver Awareness Scheme) or other relevant training for assisting passengers with mobility needs, safeguarding, or first aid.
- Volunteers will be informed in advance if any training becomes mandatory.
- Volunteers are encouraged to request additional training or support as needed to feel confident and competent in their role.
- For questions, concerns, or support, volunteers can contact the programme coordinator:

Name: Wayne Jones / Alex Kyle

Position: Directors

Phone: 07768114612

Email: ActionAwarenessEastMidlands@Mail.Com

Office Hours: Monday–Friday, 9am–5pm]

## **Declaration**

I confirm that:

- I have read and understood the Action Awareness East Midlands Voluntary Car Service Driver Agreement in full.
- I agree to comply with the expectations, responsibilities, and procedures outlined in this agreement.
- I have read and understood the organisation's guidelines and policies related to volunteer driving, including those covering safeguarding, confidentiality, data protection (GDPR & DPA), health and safety, and conduct.
- I confirm that I have submitted copies of my driving licence, vehicle insurance certificate, and MOT certificate to the organisation, and will keep them updated.
- I understand that this is a voluntary role and not a contract of employment.
- I confirm that all the information I have provided is true and accurate to the best of my knowledge.

Volunteer Signature: \_\_\_\_\_ Date: Friday, 14 November 2025

On Behalf of Action Awareness East Midlands:

Name: Wayne Jones Position: Director

Signature: Wayne Jones Date: Friday, 14 November 2025

# Data Processing Agreement (DPA) for Volunteer Drivers

## Action Awareness Volunteer Car Service

**Effective Date:** Friday, 14 November 2025

This agreement sets out how personal information must be handled by volunteer drivers who help provide transport for Action Awareness Volunteer Car Service (“the Service”).

## Why This Agreement Exists

As a volunteer driver, you may be given access to personal information about the people you are helping—such as their names, addresses, phone numbers, and health or mobility needs. This agreement helps ensure that this information is kept private and used responsibly.

## What Personal Information You Might See

You may be provided with:

- Names of passengers
- Contact phone numbers
- Pickup and drop-off addresses
- Information about mobility or medical needs (only if needed to help with the journey)
- Emergency contact details

## What You Agree To

As a volunteer driver, you agree to:

- Only use the information to carry out your driving duties
- Keep the information private and not share it with anyone who doesn't need to know
- Store any written or electronic information securely (e.g., keep papers out of sight, use password protection if needed)
- Delete or destroy information as soon as it's no longer needed (e.g., after the journey)
- Let the organizers know immediately if any personal information is lost, stolen, or accidentally shared

## Keeping Information Safe

You must:

- Not keep journey details or contact info longer than needed
- Shred or securely dispose of any printed information
- Not forward emails or texts with personal info to others
- Keep your phone and any devices secure with passwords or PINs

## **If Something Goes Wrong**

If you lose information or accidentally share it with the wrong person, you must tell the person in charge of organizing journeys **as soon as possible**, so we can put things right.

## **Support and Questions**

If you're unsure about anything related to personal data, ask one of the volunteer organizers. We're here to help.

## **Leaving the Role**

If you stop volunteering, you must delete or return any personal information you still have access to.

## **Agreement**

I understand my responsibility to handle personal information properly and agree to follow the terms set out above.

### **Volunteer Driver:**

Name:

Signature: \_\_\_\_\_

Date: 14/11/2025

### **Signed on behalf of Action Awareness Volunteer Car Service:**

Name: Wayne Jones

Role/Position (e.g. Coordinator): Director

Signature: Wayne Jones

Date: Friday, 14 November 2025

# **Data Processing Agreement (DPA)**

## **For Voluntary Car Service Users**

### **Data Protection Policy Statement**

Organisation: Action Awareness East Midlands

Registered Office: 28 Spencer Street, Oadby, Leicester, LE2, 4DP,

Contact Email: ActionAwarenessEastMidlands@Mail.Com

### **Introduction**

This Data Protection Policy sets out how Action Awareness East Midlands collects, stores, uses, and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **Purpose of Processing**

We collect and process personal data solely to:

- Coordinate voluntary transport services for individuals in the East Midlands region;
- Communicate with and support volunteer drivers and service users;
- Ensure safeguarding and access needs are met;
- Fulfil legal and regulatory obligations.

### **Lawful Basis for Processing**

We process data under the following lawful bases:

- Consent (where freely given);
- Legitimate interests (to manage our voluntary transport service);
- Legal obligation (e.g. safeguarding or insurance compliance).

### **Categories of Data Subjects**

- Service users (e.g. elderly, disabled, or transport-dependent individuals);
- Volunteer drivers and coordinators;
- Staff or third parties engaged in service support.

## **Categories of Personal Data**

- Names, addresses, and contact information;
- Travel arrangements and journey records;
- Health or mobility-related details relevant to transport support;
- Emergency contact details;
- Volunteer driver vetting and identification data (e.g. DBS status).

## **Data Sharing and Transfers**

We do not share data with external processors. Personal data may be shared with relevant authorities or emergency services only where necessary for safeguarding or legal compliance. No data is transferred outside the UK.

## **Data Security**

We implement appropriate technical and organisational measures to protect personal data, including:

- Password-protected digital records;
- Locked storage for paper records;
- Access limited to authorised personnel only;
- Regular data reviews and staff awareness training.

## **Data Retention**

Personal data is retained only as long as necessary to fulfil the purpose for which it was collected. Data will be securely deleted or anonymised when no longer required, in line with our retention policy.

## **Rights of Individuals**

Data subjects have the right to:

- Access their personal data;
- Request rectification or erasure;
- Object to processing or request restriction;
- Withdraw consent where applicable;

- Lodge a complaint with the Information Commissioner's Office (ICO). Requests can be submitted via [ActionAwarenessEastMidlans@Mail.Com](mailto:ActionAwarenessEastMidlans@Mail.Com)

## **Contact and Responsibility**

The designated person responsible for data protection compliance is: Name: Wayne Jones / Alex Kyle

Role: Director/Sectary

Email: [ActionAwarenessEastMidlans@Mail.Com](mailto:ActionAwarenessEastMidlans@Mail.Com)

## **Approval and Review**

This policy is approved by the governing body of Action Awareness East Midlands and reviewed annually or when significant changes occur.

Signed:

Name: Wayne Jones

Title: Director

Date: Friday, 14 November 2025

# **Safeguarding Policy For Volunteer Car Drivers**

## **Policy Statement**

Action Awareness East Midlands Voluntary Car Service (AAEMVCS) is committed to safeguarding and promoting the welfare of all passengers, particularly children, young people, and adults at risk. All volunteers, including car drivers, have a duty of care to protect passengers from harm and abuse.

We believe that everyone, regardless of age, gender, ability, race, religion, or sexual orientation, has the right to be safe and treated with dignity and respect.

# Purpose

This policy sets out the responsibilities of volunteer car drivers in identifying and responding to safeguarding concerns. It also outlines the procedures to be followed in the event of a concern or disclosure.

## Scope

This policy applies to all volunteer car drivers working with or on behalf of AAEMVCS, transporting passengers as part of their voluntary role.

## Definitions

- **Adult at Risk:** A person aged 18 or over who may be in need of community care services due to disability, age, or illness, and who is or may be unable to protect themselves from harm or exploitation.
- **Child:** Anyone under the age of 18.
- **Abuse:** A violation of an individual's human and civil rights by another person or persons, including physical, emotional, sexual, financial, and neglect.

## Responsibilities of Volunteer Car Drivers

Volunteer drivers must:

- Treat all passengers with respect and dignity.
- Maintain appropriate professional boundaries.
- Ensure passengers are transported safely and comfortably.
- Not engage in physical contact unless necessary for safety.
- Never be alone with a passenger in a situation that could be misinterpreted.
- Immediately report any safeguarding concerns to the Safeguarding Lead.

## Recognising Abuse or Neglect

Volunteer drivers should be alert to signs that may indicate abuse or neglect, including:

- Unexplained injuries or bruises.
- Unusual or withdrawn behaviour.
- Signs of fear, distress, or anxiety.
- Poor hygiene or signs of malnutrition.
- Disclosure of abuse by the passenger.

## **Procedure for Reporting Concerns**

If a driver is concerned that a passenger is at risk or discloses abuse:

1. **Listen carefully** without asking leading questions.
2. **Reassure** the person that they are being taken seriously.
  
3. **Do not promise confidentiality**—explain that the concern must be shared.
4. **Report the concern immediately** to the AAEMVCS Safeguarding Lead:
  - o Name: Wayne Jones/ Alex Kyle
  - o Contact: 07768114612/ [ActionAwarenessEastMidlands@Mail.Com](mailto:ActionAwarenessEastMidlands@Mail.Com)
  - o If there is an immediate risk of harm, contact emergency services by calling **999**.

## **Record Keeping**

- Concerns must be recorded factually and accurately using the AAEMVCS Safeguarding Concern Form.
- Reports should be submitted to the Safeguarding Lead within 24 hours.

## **Recruitment and Training**

- All volunteer drivers must undergo an enhanced DBS check before commencing duties.
- Drivers will receive safeguarding training and are expected to participate in refresher sessions as required.

## **Confidentiality**

All information regarding safeguarding concerns will be handled sensitively and in line with GDPR and AAEMVCS Data Protection Policy. Only those who need to know will be informed.

## **Monitoring and Review**

This policy will be reviewed annually or following any safeguarding incident to ensure it remains up to date and effective.

**Date of Policy:** Friday, 14 November 2025

**Review Date:** Friday, 23 July 2028

**Approved By:** Wayne Jones, Director of Action Awareness East Midlands

# **Privacy Notice for Users of Voluntary Car Service**

**Last updated:** Friday, 14 November 2025

## **Who we are**

Action Awareness East Midlands Voluntary Car Service ("we", "us", or "our") provides a community transport service helping people travel to medical appointments and essential destinations.

Our registered address:

28 Spencer Street, Oadby, Leicester, LE2, 4DP,

Contact email: ActionAwarenessEastMidlands@Mail.Com

Data Protection Officer: Wayne Jones, 07768114612

## **What personal data we collect**

When you use our service, we collect and process the following personal data about you:

- Full name
- Contact details (phone number, email, address)
- Medical or mobility requirements relevant to your journey
- Journey details (pickup/drop-off addresses, dates, times)
- Emergency contact information
- Feedback or communication records
- Any other information you provide to us voluntarily

## **How we use your data**

We process your personal data to:

- Arrange and manage your journeys safely and effectively
- Communicate with you regarding bookings, changes, or cancellations
- Comply with legal obligations related to health and safety
- Respond to your enquiries or complaints
- Improve and develop our service

# Legal basis for processing your data

We process your personal data based on the following legal grounds:

- Your **consent** (for example, when you provide information or agree to communications)
- Our **legitimate interests** in providing and improving our service
- Compliance with legal or regulatory obligations

## Who we share your data with

We do not sell or rent your personal data. We may share your information with:

- Volunteer drivers involved in providing your journey
- Partner organisations supporting our service
- Authorities or emergency services if required by law or in case of emergencies

We ensure all third parties comply with data protection laws and protect your data securely.

## How long we keep your data

We retain your personal data only as long as necessary for the purposes listed above or as required by law.

Typically, journey records and related data are kept for [Insert Retention Period, e.g., 2 years] and then securely deleted or anonymised.

## Your rights under GDPR

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data (subject to certain conditions)
- Restrict or object to processing of your data
- Withdraw your consent at any time
- Request a copy of your data in a portable format

To exercise any of these rights, please contact us at [ActionAwarenessEastMidlands@Mail.Com](mailto:ActionAwarenessEastMidlands@Mail.Com)

## How we protect your data

We take appropriate technical and organisational measures to safeguard your personal data against unauthorised access, loss, or misuse, including secure storage and access controls.

# Complaints

If you believe we have not handled your personal data in accordance with the law, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

ICO website: <https://ico.org.uk>

ICO Helpline: 0303 123 1113

## Updates to this privacy notice

We may update this notice from time to time. The latest version will always be available on our website or upon request.

**If you have any questions about this privacy notice or how we handle your data, please contact us at:**

Action Awareness East Midlands, 28 Spencer Street, Oadby, Leicester, LE2, 4DP, Telephone: 07768114612,

Email: [ActionAwarenessEastMidlands@Mail.Com](mailto:ActionAwarenessEastMidlands@Mail.Com)

# GDPR Guidance Document for Volunteer Drivers

**Organisation:** Action Awareness East Midlands Voluntary Car Services

**Document Type:** Volunteer Driver Data Protection Guidance

**Effective Date:** Friday, 14 November 2025

**Review Date:** Friday, 23 July 2028

## What is UK GDPR?

The UK General Data Protection Regulation (UK GDPR), alongside the Data Protection Act 2018, is the legal framework for how personal data must be handled in the United Kingdom. It protects individuals' rights and ensures that their data is processed lawfully, fairly, and transparently.

## What Personal Data Might Drivers Handle?

As a volunteer driver, you may come into contact with:

- Full names
- Home addresses

- Telephone numbers
- Emergency contacts
- Appointment and travel details
- Medical or mobility information (special category data)

This information is needed for coordinating and providing safe and effective transport.

## **Key UK GDPR Principles for Volunteer Drivers**

- **Lawfulness, Fairness, and Transparency:** Data must be handled lawfully and with transparency.
- **Purpose Limitation:** Only use personal data for the agreed purpose—transport support.
- **Data Minimisation:** Only collect and use data strictly necessary for your duties.
- **Accuracy:** Ensure any data you handle is accurate and current.
- **Storage Limitation:** Do not keep data longer than necessary.
- **Integrity and Confidentiality:** Keep data secure and do not share it inappropriately.

## **Driver Responsibilities – What You Should and Should Not Do**

### **You Should:**

- Keep data secure—store paper securely and protect electronic data with passwords or encryption.
- Dispose of notes securely once no longer required.
- Report any data concerns, such as loss or unauthorised access, to your coordinator.
- Follow the organisation's policies on data protection.

### **You Should Not:**

- Share passenger information with anyone outside the organisation.
- Discuss passenger details on social media or in casual conversations.
- Leave documents or devices containing personal data in your vehicle unattended.
- Use any personal data for non-volunteering purposes.

## **Data Subject Rights**

All individuals whose data you handle ("data subjects") have the right to:

- Know how their data is used
- Access their personal data
- Request correction of inaccurate information
- Request deletion of their data (in some cases)

Refer any such request to the Action Awareness East Midlands Data Protection Lead.

## **Data Breach Procedure**

If you believe personal data has been:

- Lost
- Stolen
- Shared with someone without permission

**You must:**

- Report it immediately to your coordinator or the Data Protection Lead
- Not try to handle it alone
- Follow any internal procedures as directed

Timely reporting ensures compliance and helps protect those we support.

## **Summary for Volunteer Drivers**

Your role includes a responsibility to protect the personal information of passengers. Handle all data lawfully, keep it secure, and never share it without authorisation. Always check with your coordinator or refer to the data protection policy if you are unsure.

## **Contact for Data Protection Queries:**

**Name/Title:** Wayne Jones/ Alex Kyle

**Email/Phone:** [ActionAwarenessEastMidlands@Mail.Com](mailto:ActionAwarenessEastMidlands@Mail.Com) / 07768114612

**Role:** Data Protection Lead, Action Awareness East Midlands

## **Acknowledgement**

I confirm I have read and understood the guidance above and agree to handle all personal data in accordance with UK GDPR and the organisation's data protection policy.

**Name:** Wayne Jones

**Signature:** Wayne Jones

**Date:** Friday, 14 November 2025



As a volunteer, you will:

- » **Provide transport for people who otherwise have no means of travel.**
- » **Help reduce isolation and improve wellbeing.**
- » **Be a valued part of a supportive and rewarding service.**

What we offer:

- » **Flexible volunteering to suit your schedule.**
- » **Full support and guidance.**
- » **Mileage expenses reimbursed.**
- » **A chance to make a genuine difference in someone's life.**



**Whether you're retired, semi-retired, or simply want to help others**

— your time and kindness can have a lasting impact.



**JOIN US TODAY.  
YOUR COMMUNITY NEEDS YOU.**

**07768 114612**

** ActionAwarenessEastMidlands@Mail.Com**

** [www.actionawarenesseastmidlands.uk](http://www.actionawarenesseastmidlands.uk)**